

Fiscal Year 05-06[change year](#)

Maricopa County - Managing for Results

Strategic Planning ResultsDept Number : **750**Dept Name : **Risk Management**

- County Vision:** Citizens serving citizens by working collaboratively, innovatively, efficiently and effectively. We will be responsive to our customers while being fiscally prudent.
- County Mission:** The mission of Maricopa County is to provide regional leadership and fiscally responsible, necessary public services so that residents can enjoy living in a healthy and safe community.
- Dept. Vision:** The Risk Management Department will be recognized as a leader and relied upon for a countywide risk management philosophy and culture.
- Dept. Mission:** The mission of the Risk Management Department is to provide loss prevention and control programs and direction, insurance, environmental and claims management services to Maricopa County departments, districts and Trust members to reduce or eliminate losses.
- Dept. Goals:**
- 1) By June 30, 2006, Risk Management will have in place a formal claims handling and reporting procedure for all Special Health Care District (SHCD) claims. Risk Management will establish a monthly reporting review program for SHCD by December 1, 2005.
Quarterly Comments:
 - Quarter1**
 - Quarter2** Risk Management is working with SHCD on a claims handling and reporting procedure. It should be in place by the end of the third quarter of FY05-06. Risk Management has established a monthly reporting review program with SHCD. We review their claims with them on the third Friday of each month.
 - Quarter3** Completed.
 - Quarter4**
 - 2) Risk Management will complete, by September 30, 2006, an analysis of the costs and benefits of bringing workers compensation claims adjusting work in-house.
Quarterly Comments:
 - Quarter1**
 - Quarter2** This analysis will be completed on time.
 - Quarter3** This analysis will be completed on time.
 - Quarter4**
 - 3) By December 1, 2006, Risk Management will work with Human Resources to reach a solution to the issue of access to employee information needed to process workers' compensation and unemployment claims.
Quarterly Comments:
 - Quarter1**
 - Quarter2** Risk Management has previously approached Human Resources on this subject. We hope to build on this initial contact to reach a solution within this time frame.
 - Quarter3** We've reached a tentative solution to this problem subject to continual review on an as needed basis.
 - Quarter4**

- 4) By June 30, 2006, Risk Management will propose to County departments, districts, and Trust members' methods to establish and maintain a safety management system to reduce or eliminate losses.

Quarterly Comments:

Quarter1

Quarter2 Risk Management's safety division has an on-going procedure of proposing such a safety management system to County departments, and makes its staff available when a department seeks to establish such a system.

Quarter3 Risk Management's safety division has an on-going procedure of proposing such a safety management system to County departments, and makes its staff available when a department seeks to establish such a system.

Quarter4

- 5) Annually, throughout the period of any renewal for insurance coverage, Risk Management will work with the County insurance broker to obtain multiple quotes for such coverage in order to ensure that the costs to the County for coverage are competitive.

Quarterly Comments:

Quarter1

Quarter2 Risk Management continues to work with our contract insurance broker to obtain multiple quotes for desirable insurance coverage. It should be noted that obtaining such quotes is driven by the number of insurance companies willing to write the desired coverage.

Quarter3 Risk Management continues to work with our contract insurance broker to obtain multiple quotes for desirable insurance coverage. It should be noted that obtaining such quotes is driven by the number of insurance companies willing to write the desired coverage.

Quarter4

- 6) Annually, throughout the fiscal year, Risk Management will strive to retain experienced and valuable employees and maintain the highest level of expertise possible through strategies such as utilizing employee satisfaction surveys and internal customer satisfaction surveys to identify areas for focused improvement.

Quarterly Comments:

Quarter1

Quarter2 Risk Management continues to communicate with its staff to timely address any issues of concern. Risk Management seeks to maintain a positive work environment through professional and clear management directions and responsiveness. This positive environment will be reflected in Risk Management's services to its customers, and should continue to be reflected in customer satisfaction surveys.

Quarter3 Risk Management continues to communicate with its staff to timely address any issues of concern. Risk Management seeks to maintain a positive work environment through professional and clear management directions and responsiveness. This positive environment will be reflected in Risk Management's services to its customers, and should continue to be reflected in customer satisfaction surveys. The employee satisfaction survey is being completed. The results will be reviewed with the staff and an action plan developed on all issues raised.

Quarter4

Dept. Issues:

- 1) The establishment of the Special Health Care District (SHCD) as a separate and distinct entity from County departments will require that Risk Management develop specialized reporting procedures to formally handle and report SHCD claims complying with good faith standards.
- 2) Presently a third party administrator adjusts Trust workers compensation claims at a significant cost to the County for this service. Considerations to bring this work in-house,

however, have significant cost implications related to increased staff and office space.

- 3) The increased security regarding the handling and disclosure of employee dates of birth and social security numbers requires alternative and cumbersome methods for obtaining such information from Human Resources, thereby creating time delays in supplying information need by the Industrial Commission and Department of Economic Security to process claims.
- 4) County departments, districts and Trust members continue to experience significant workers' compensation, auto property damage, and auto liability claims resulting in increased costs to the County and increased claims for Risk Management to process.
- 5) Numerous market factors such as natural disasters can increase costs of insurance, which affects self-insured retentions and overall costs of exposure to County departments, districts, and Trust members.
- 6) The skill, experience and expertise levels of Risk Management employees contribute to the level of satisfaction and confidence that County departments, districts, and Trust members' have in the work performed by Risk Management, which directly affects their level of acceptance and recognition of the effectiveness of claims, environmental, and safety costs and services.

Program Name: **ADMINISTRATIVE SERVICES PROGRAM**

Program Purpose: The purpose of the Administrative Services Program is to provide standardized performance data on a variety of internal administrative and support services for County departments and the Board of Supervisors so they can conduct benchmarking analyses and track program performance and costs.

Key Results: **No Key Results**

Activity Name: **Budgeting Activity**

Activity Purpose: The purpose of the Budgeting Activity is to produce an annual budget request and related consultative services to department leadership so they can make informed program and budgeting decisions while staying within their approved budget.

Services that comprise the Activity:

- Appropriation Adjustments Requests
- Budget submissions
- Budget variance analyses
- Management consultations
- Position Requests

Activity Leader: **No Activity Leader defined**

Performance Measures:

- **RESULT:** % of revised annual budget actually spent

Actuals FY 2004:	89.45	Actuals FY 2005:	98.37
Anticipated FY 2006:	100	Mid Yr Forecast:	100
Projected FY 2007:	100		
	Annual Result	Comments	

Calculation: Total department expenditures/total department revised budget (Calculation made by budget system on an annual basis.)

Data Source: Advantage and Adaytum

- **RESULT:** % of revised annual revenue budget actually received

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Actuals FY 2004:	97.7	Actuals FY 2005:	100
Anticipated FY 2006:	100	Mid Yr Forecast:	100
Projected FY 2007:	100		
	Annual Result	Comments	

Calculation: Total department revenue/total department revised budgeted revenue (Calculation made by budget system on an annual basis.)

Data Source: Advantage and Adaytum

● **OUTPUTS:** # dollars expended by department

Actuals FY 2004:	22908034	Actuals FY 2005:	25830089
Anticipated FY 2006:		Mid Yr Forecast:	
Projected FY 2007:			
	Annual Result	Comments	

Calculation: Total department expenditures

Data Source: Advantage

● **DEMAND:** # approved Department budget dollars

Actuals FY 2004:	25609802	Actuals FY 2005:	26070716
Anticipated FY 2006:		Mid Yr Forecast:	
Projected FY 2007:			
	Annual Result	Comments	

Calculation: Calculation made by Budget system after Board of Supervisors approves budget.

Data Source: OMB

● **EFFICIENCY:** \$ cost per budgeted dollar

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:		Mid Yr Forecast:	
Projected FY 2007:			
	Annual Result	Comments	

Calculation: Total approved Department budget divided by total cost of Budgeting Activity.

Data Source: Advantage and Adaytum--Calculated annually after final close.

Activity Name: **Financial Services Activity**

Activity Purpose: The purpose of the Financial Services Activity is to provide general accounting reporting for the department management so they can meet their financial obligations and manage their financial operation in support of their mission.

- Services that comprise the Activity:**
- Accounts payable
 - Accounts receivable
 - Billings
 - Capital projects accounting
 - Cash receipts
 - Cost allocations
 - Financial analyses
 - Financial/management reports
 - General Fixed Assets accounting
 - Grant accounting
 - Journal Voucher entries
 - Petty cash
 - Reconciliations
 - Year-end closing packages

Activity Leader: **No Activity Leader defined**

Performance Measures:

- **RESULT:** % of qualifying fixed assets posted to fixed asset subsystem (in compliance with policy)

Actuals FY 2004:	100	Actuals FY 2005:	100
Anticipated FY 2006:		Mid Yr Forecast:	
Projected FY 2007:			
	Annual Result	Comments	

Calculation: by Finance Department

Data Source: from Advantage

- **RESULT:** % of discounts taken

Actuals FY 2004:	100	Actuals FY 2005:	86
Anticipated FY 2006:		Mid Yr Forecast:	
Projected FY 2007:			
	Annual Result	Comments	

Calculation: by Finance Department

Data Source: from Advantage

● **EFFICIENCY:** \$ cost per Financial Services Activity costs

Actuals FY 2004:	0.87	Actuals FY 2005:	0.75
Anticipated FY 2006:		Mid Yr Forecast:	
Projected FY 2007:			
	Annual Result	Comments	

Calculation: By Finance Department: total all department costs divided by Financial Services Activity cost

Data Source: Advantage

Activity Name: Human Resources Activity

Activity Purpose: The purpose of the Human Resources Activity is to provide human resources transactional and/or consultative support to department management so that they can hire, manage and retain a qualified and productive workforce.

Services that comprise the Activity:

- » Employee Performance Management Services
- Curriculum Design and Training development and presentations
- Employee relations
- Employee Suggestion evaluations
- Employee Training Classes
- Hiring services
- Market Study/Salary Advancement Requests
- Payroll services
- Technologist IT training
- Tuition Reimbursement forms processing
- Workers' Compensation Claims

Activity Leader: No Activity Leader defined

Performance Measures:

● **RESULT:** % turnover within the first year of hire

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:		Mid Yr Forecast:	
Projected FY 2007:			
	Annual Result	Comments	

Calculation: by HR

Data Source: from HR & MIHS databases

● **RESULT:** % of departmental turnover

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:		Mid Yr Forecast:	
Projected FY 2007:			
	Annual Result	Comments	

Calculation: by Total Comp

Data Source: from HR & MIHS databases

● **OUTPUTS:** # of Workers' Compensation claims filed

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:		Mid Yr Forecast:	
Projected FY 2007:			
	Annual Result	Comments	

Calculation: by HR

Data Source: from Riskmaster

● **OUTPUTS:** # of days lost due to workplace injury

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:		Mid Yr Forecast:	
Projected FY 2007:			
	Annual Result	Comments	

Calculation: by HR

Data Source: from Riskmaster

● **OUTPUTS:** Total \$ spent on training (include all class and staff costs associated with training)

Actuals FY 2004:		5474	Actuals FY 2005:		3990
Anticipated FY 2006:		4500	Mid Yr Forecast:		4500
Projected FY 2007:		4500			
Qrt	Result	YTD	Comments		

1	977.55		
2	1454.95	2432.5	
3	356	2788.5	
4			

Calculation: by Department staff

Data Source: from internal Department logs, records

● **EFFICIENCY:** Training dollars spent per employee

Actuals FY 2004:		288.11	Actuals FY 2005:	221.67
Anticipated FY 2006:		300	Mid Yr Forecast:	300
Projected FY 2007:		300		
Qrt	Result	YTD	Comments	
1	48.88			
2	72.75	121.63		
3	17.8	139.43		
4				

Calculation: Total cost of training (all classes plus staff cost)/# of employees in department

Data Source: Advantage financial system and department records and OP&T

Activity Name: Office of the Director/Official Activity

Activity Purpose: The purpose of the Office of the Director Activity is to provide the leadership, strategic direction, and administrative support to the employees of the department so they can produce the results necessary to achieve their departmental mission.

Services that comprise the Activity:

- Administrative reports
- Agenda Item Reviews
- Calendaring
- Citizen Board and Commission support
- Corporate initiative meetings
- Correspondence preparation and dissemination (mail)
- Customer services
- Departmental files management
- Departmental policies and procedures
- Employee communication materials/events
- Facilities Mgt Dept coordination services
- IT coordination services
- Legislation research and analysis
- Public communication materials/events
- Strategic planning services
- Telecommunications coordination services

Activity Leader: **No Activity Leader defined**

Performance Measures:

● **RESULT:** % satisfied customers

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:		Mid Yr Forecast:	
Projected FY 2007:			
	Annual Result	Comments	

Calculation: Base numbers for depts serving the general population will come from Annual General Population Customer Satisfaction Survey administered by Research & Reporting. [# Very Satisfied or Satisfied / (# respondents minus # with No Opinion)]. Base numbers for depts serving other county depts will come from Annual Internal Services Customer Satisfaction Surveys conducted by Research & Reporting. [# Very Satisfied or Satisfied that dept fulfills mission / (# dept directors responding minus # with No Opinion)]. Departments are encouraged to gather more focused and in-depth customer satisfaction data, in consultation with Research & Reporting, to supplement or replace this data element

Data Source: Customer satisfaction survey; field to be populated by Research & Reporting.

● **RESULT:** % department employees reporting satisfaction with employment in department

Actuals FY 2004:			Actuals FY 2005:		
Anticipated FY 2006:			Mid Yr Forecast:		
Projected FY 2007:					
	Annual Result		Comments		

Calculation: % of employees whose overall satisfaction score on 36 items is 5 or higher. (For each item -- Very Satisfied = 8; Satisfied = 6; Dissatisfied = 4; Very Dissatisfied = 2)

Data Source: Employee Satisfaction Survey; field to be populated by Research & Reporting.

● **RESULT:** % department employees reporting agreement with management practices of Department Management

RECEIVED: No department employees reporting agreement with management practices of Department management		
Actuals FY 2004:		Actuals FY 2005:
Anticipated FY 2006:		Mid Yr Forecast:
Projected FY 2007:		
	Annual Result	Comments

Calculation: % of employees whose overall agreement score on 13 items is 5 or higher. (For each item -- Strongly Agree = 8; Agree = 6; Disagree = 4; Strongly Disagree = 2)

Data Source: Employee Satisfaction Survey; field to be populated by Research & Reporting.

● **EFFICIENCY:** Administrative Services Program as a % of total Department budget

Actuals FY 2004:	1.2	Actuals FY 2005:	1.1
Anticipated FY 2006:	1.5	Mid Yr Forecast:	1.5
Projected FY 2007:	1.5		
	Annual Result	Comments	

Calculation: Total Administrative Services Program costs divided by Total Approved Department budget

Data Source: Advantage and Adaytum

Activity Name: Procurement Activity

Activity Purpose: The purpose of the Procurement Activity is to provide materials management services and technical expertise to department staff so they can effectively and efficiently obtain the services and commodities they need to fulfill their mission.

Services that comprise the Activity:

- Commodities (supplies, equipment, parts, etc.)
- Construction Services (Article 5)
- Consultation sessions
- Contract monitoring
- Contract vendors
- P-card Support Services
- Reports (status/tracking, pricing, vendors, specs, etc.)
- Service providers
- Warehousing / Inventory Services

Activity Leader: No Activity Leader defined

Performance Measures:

● **RESULT:** % transactions completed electronically

Actuals FY 2004:	95	Actuals FY 2005:	98
Anticipated FY 2006:	100	Mid Yr Forecast:	100
Projected FY 2007:	100		
	Annual Result	Comments	

Calculation: Calculation instructions are provided at <http://ebc.maricopa.gov/materials/MFR/report-definitions.pdf>

Data Source: Materials Management web site: <http://ebc.maricopa.gov/materials/MFR/report-definitions.pdf>

● **RESULT:** % transactions procured using existing contracts

Actuals FY 2004:	85	Actuals FY 2005:	90
Anticipated FY 2006:	90	Mid Yr Forecast:	90

Projected FY 2007: 90		
	Annual Result	Comments

Calculation: Calculation instructions are provided at <http://ebc.maricopa.gov/materials/MFR/report-definitions.pdf>

Data Source: Materials Management web site: <http://ebc.maricopa.gov/materials/MFR/report-definitions.pdf>

● **EFFICIENCY:** Purchasing cost per dollars purchased

Actuals FY 2004:	1	Actuals FY 2005:	1
Anticipated FY 2006:	1	Mid Yr Forecast:	1
Projected FY 2007:	1		
	Annual Result	Comments	

Calculation: Total cost of Procurement Activity divided by total \$ value of purchases

Data Source: Department calculates based on departmental financial records of total cost of Procurement Activity and divides by total \$ value of purchases provided by Materials Management Department via <http://ebc.maricopa.gov/materials/MFR/report-definitions.pdf>

Activity Name: Risk Management Activity

Activity Purpose: The purpose of the Risk Management Activity is to provide loss prevention and claims processing for County Departments so they can reduce accident rates, losses and claims.

Services that comprise the Activity:

- Injury and accident investigations
- Injury, accident and loss forms and reports
- Loss control/compliance inspections
- Safety meetings
- Supervisor Training in Accident Reduction Techniques (START) training classes

Activity Leader: No Activity Leader defined

Performance Measures:

● **RESULT:** % reduction/increase in injury incident rate compared to a 3-year average rate

Actuals FY 2004:	-100	Actuals FY 2005:	-100
Anticipated FY 2006:		Mid Yr Forecast:	
Projected FY 2007:			
Qrt	Result	YTD	Comments
1	0		
2	0	0	

3	0	0	
4			

Calculation: Divide Quarterly injury incident rate by the 3-year average rate

Data Source: Risk Management Safety Division Spreadsheet Reports

- **RESULT:** % decrease/increase in # of claims compared to a 3-year quarterly average, excluding workers comp and unemployment. .

Actuals FY 2004:		0	Actuals FY 2005:		-100
Anticipated FY 2006:			Mid Yr Forecast:		
Projected FY 2007:					
Qrt	Result	YTD	Comments		
1	0				
2	0	0			
3	0	0			
4					

Calculation: Divide # of claims opened in the quarter (using claim date) by the 3-year quarterly average.

Data Source: Risk Management Claims Division – RiskMaster and Claims Report Spreadsheets

- **OUTPUTS:** # of claims opened

Actuals FY 2004:		0	Actuals FY 2005:		0
Anticipated FY 2006:			Mid Yr Forecast:		
Projected FY 2007:					
Qrt	Result	YTD	Comments		
1	0				
2	0	0			
3	0	0			
4					

Calculation: Count of claims opened in the quarter using claim date for each department excluding workers comp and unemployment.

Data Source: Risk Management Claims Division – RiskMaster and Claims Spreadsheets

- **OUTPUTS:** Injury incident rate

Actuals FY 2004:		0	Actuals FY 2005:		0
Anticipated FY 2006:			Mid Yr Forecast:		
Projected FY 2007:					

Qrt	Result	YTD	Comments
1	0		
2	0	0	
3	0	0	
4			

Calculation: Injury incident rate = number of injuries x 200,000 / hours of exposure

Data Source: Risk Management Safety Division – Safety Report Worksheets

Program Name: Claims Resolution and Litigation Management Program

Program Purpose: The purpose of the Claims Resolution and Litigation Management Program is to provide claims disposition and litigation management services to the County so they can reduce the cost of claims and expenses.

Key Results: » % of claims closed

Activity Name: Claims and Litigation Management Services

Activity Purpose: The purpose of the Claims and Litigation Management Services Activity is to provide management of claims and lawsuits and monetary collection services to the County so they can reduce the cost of claims and expenses.

Services that comprise the Activity:

- Claims file management
- Litigation action plans
- Expense approvals and payments
- Claims investigations
- Claims/litigation settlement negotiations
- Claims consultations
- Monetary collections

Activity Leader: Claims Manager

Performance Measures:

● **RESULT:** % of claims closed

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:	52	Mid Yr Forecast:	52
Projected FY 2007:	49		
	Annual Result	Comments	

Calculation: Divide the number of claims closed in the fiscal year for all lines of business, excluding unemployment by the number of claims opened in the fiscal year and pending at the beginning of the fiscal year, excluding unemployment (Output/Demand -auto calculates)

Data Source: Riskmaster

● OUTPUTS: # of claims closed

Actuals FY 2004:	949	Actuals FY 2005:	1406
Anticipated FY 2006:	1300	Mid Yr Forecast:	1300
Projected FY 2007:	1450		
	Annual Result	Comments	

Calculation: All claims closed in the fiscal year for all lines of business, excluding unemployment

Data Source: Riskmaster

● DEMAND: # of claims opened and pending

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:	2520	Mid Yr Forecast:	2520
Projected FY 2007:	2970		
	Annual Result	Comments	

Calculation: All claims opened in the fiscal year and pending at the beginning of the fiscal year for all lines of business using claim date as the criteria, excluding unemployment

Data Source: Riskmaster

● EFFICIENCY: Average cost per claim closed

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:	17235.82	Mid Yr Forecast:	17235.82
Projected FY 2007:	18787.05		
	Annual Result	Comments	

Calculation: Cost of the claims activity for the fiscal year divided by the number of claims closed in the fiscal year for all lines of business, excluding unemployment (Activity cost/Output - auto calculates)

Data Source: Advantage financial system and Riskmaster

Program Name: Environmental Management Program

Program Purpose: The purpose of the Environmental Management Program is to provide environmental technical services to the County so they can minimize or eliminate liabilities.

Key Results: » % reduction/increase in possible environmental liability exposures of property owned

Activity Name: Environmental Management Services

Activity Purpose: The purpose of the Environmental Management Services Activity is to provide environmental management services for the County so they can identify and mitigate potential liabilities.

Services that comprise the Activity:

- Environmental remediations
- Property surveys
- Environmental inspections
- Contract review and management
- Environmental training
- Environmental consultations
- Environmental monetary recoveries

Activity Leader: Environmental cons

Performance Measures:

- **RESULT:** % reduction/increase in possible environmental liability exposures of property owned

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006: 0.01		Mid Yr Forecast: 0.01	
Projected FY 2007: 0.01			
	Annual Result	Comments	

Calculation: The reduction in environmental exposures for the fiscal year divided by the County owned property (Output/Demand - auto calculates)

Data Source: Annual environmental liability statement and Facilities

- **OUTPUTS:** Number of dollars of possible environmental liability exposures reduced

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:	3522200	Mid Yr Forecast:	3522200
Projected FY 2007:	3522200		
	Annual Result	Comments	

Calculation: The dollars for environmental liability exposures for the last fiscal year minus the dollars for the environmental exposure for this fiscal year

Data Source: Annual environmental liability statement

- **DEMAND:** Dollar value of County owned property in the fiscal year

Actuals FY 2004:	Actuals FY 2005:
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Anticipated FY 2006: 876987774		Mid Yr Forecast: 876987774
Projected FY 2007: 876987774		
	Annual Result	Comments

Calculation: The actual dollars for County owned property in the fiscal year (structures and real land)

Data Source: Facilities

● **EFFICIENCY:** \$ cost per reduction in possible environmental liability exposures of property owned

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:	0.14	Mid Yr Forecast:	0.14
Projected FY 2007:	0.15		
	Annual Result	Comments	

Calculation: Cost of the environmental activity for the fiscal year divided by the dollars of reduced environmental exposure for the current year (Activity cost/Output - auto calculates)

Data Source: Advantage financial system and Annual environmental liability statement

Program Name: Risk Management Self-Insurance Program

Program Purpose: The purpose of the Risk Management Self-Insurance Program is to provide coverage and liability reduction services to the County so they will have adequate protection of County assets.

Key Results: » % of exposure covered

Activity Name: Trust Fund Administration

Activity Purpose: The purpose of the Trust Fund Administration Activity is to provide oversight of risk management services to the County so they can reduce the cost of risk.

Services that comprise the Activity:

- Contract administration and services
- Contract review
- Insurance procurement
- Insurance certifications
- Reports and projections
- Board of Trustee support services

Activity Leader: Risk Manager

Performance Measures:

● **RESULT:** % of exposure covered

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:	1212	Mid Yr Forecast:	1212
Projected FY 2007:	1447		
	Annual Result	Comments	

Calculation: Insurance coverage obtained for all lines of business for the fiscal year divided by projected exposure (Output/Demand - auto calculates)

Data Source: Insurance policy summary and Actuary report

● **OUTPUTS:** Insurance coverage obtained

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:	500022500	Mid Yr Forecast:	500022500
Projected FY 2007:	500022500		
	Annual Result	Comments	

Calculation: Actual insurance coverage obtained for all lines of business for the fiscal year

Data Source: Insurance policy summary

● **DEMAND:** Projected exposure

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:	41258783	Mid Yr Forecast:	41258783
Projected FY 2007:	34560790		
	Annual Result	Comments	

Calculation: Actuarial projection of all County claims exposure for the fiscal year using discounted 55% confidence level

Data Source: Actuary report

● **EFFICIENCY:** Average cost per dollar of insurance coverage

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:	0.01	Mid Yr Forecast:	0.01
Projected FY 2007:	0.01		
	Annual Result	Comments	

Calculation: Trust fund administration costs divided by insurance coverage obtained for all lines of business for the fiscal year (Activity cost/Output - auto calculates)

Data Source: Advantage financial system and Insurance policy summary

Program Name: **Safety Management Program**

Program Purpose: The purpose of the Safety Management Program is to provide safety management services to the County so they can ensure standards compliance and control and/or prevent losses.

Key Results: » % of County employees not injured

Activity Name: **Safety Managment Services**

Activity Purpose: The purpose of the Safety Management Services Activity is to provide consultation, technical, and training services to the County so they can ensure standards compliance and control and/or prevent losses.

Services that comprise the Activity:

- Safety consultations
- Safety contract services
- Safety training sessions
- Safety inspections
- OSHA compliance inspections
- DOT vehicle inspections
- Vehicle/Operator permits
- Reports and records
- CDL examinations/evaluations
- CDL drug and alcohol testing
- Accident investigations
- Emergency responses

Activity Leader: **Safety Manager**

Performance Measures:

- **RESULT:** % of County employees not injured

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006: 80		Mid Yr Forecast: 78	
Projected FY 2007: 80			
	Annual Result	Comments	

Calculation: Number of County employees not injured in the fiscal year divided by the number of County employees including hospital (Output/Demand - auto calculates)

Data Source: Safety spreadsheet, Pinnacle Riskmaster, and Human Resources

● **RESULT:** % reduction/increase of County injury incident rate compared to a 3 year average rate

Actuals FY 2004:	-18	Actuals FY 2005:	25.18
Anticipated FY 2006:	15	Mid Yr Forecast:	15
Projected FY 2007:	10		
	Annual Result	Comments	

Calculation: Compare injury incident rate for the fiscal year to a 3-year average rate. Injury incident rate = number of injuries x 200,000 / hours of exposure

Data Source: Safety spreadsheet

● **OUTPUTS:** # of County employees not injured

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:	13600	Mid Yr Forecast:	13600
Projected FY 2007:	13600		
	Annual Result	Comments	

Calculation: Number of County employees including hospital minus the number of County employees filing a workers' compensation claim in the fiscal year

Data Source: Human Resources and Pinnacle Riskmaster

● **DEMAND:** # of County employees

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:	16915	Mid Yr Forecast:	16915
Projected FY 2007:	17337		
	Annual Result	Comments	

Calculation: Number of County employees for the fiscal year including hospital

Data Source: Human Resources

● **EFFICIENCY:** \$ cost per County employee not injured

Actuals FY 2004:		Actuals FY 2005:	
Anticipated FY 2006:	41.12	Mid Yr Forecast:	41.12
Projected FY 2007:	44.98		
	Annual Result	Comments	

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Calculation: Cost of the safety activity for the fiscal year (inspections, consultations, training) divided by the number of County employees not injured (Activity cost/Output - auto calculates)

Data Source: Advantage financial system, Pinnacle Riskmaster and Human Resources